

FAS Leaves “Imprint on Heart” at Trocaire College

Challenge

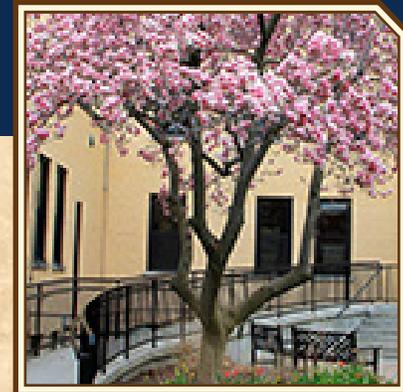
Trocaire College, founded as Santa Maria College in 1958 by the Sisters of Mercy, now serves 1,200 students who commute to Buffalo from throughout western New York. With a robust student support system, the career-oriented Catholic school prepares students for the area’s high demand jobs in fields such as technology and healthcare. When the financial aid director left during the busy summer processing season, Chief Enrollment Officer Jackie Matheny turned to FAS.

Solution

“I reached out to a variety of different companies that could provide an interim director,” said Matheny. “I chose FAS because they readily provided references who were very complimentary, and also for their responsiveness to our needs. Veteran financial aid professional and FAS Consultant Lester McKenzie arrived in July to keep operations on track and made sure crucial deadlines for federal and state reporting were met. He supervised the staff and worked on budgeting, planning, programming, compliance and packaging. He also suggested ongoing professional development opportunities for the financial aid staff to keep the college in compliance.

Results

“Lester was respectful of the people he worked with,” said Matheny. “They never felt threatened or defensive. He interacted with almost everyone in the college in some way.” She noted that he also alleviated some administrative work to provide the counselors with more one-on-one time with students. “When Lester left, people cried at his going-away party,” she said. “Someone said she felt that Lester had ‘left an imprint on my heart.’ People really cared for him and he cared for the people he worked with. I probably underestimated what I would be getting – I just wanted somebody who could hold our office together. But Lester came in and worked like it was his full-time forever job.”



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Chief Enrollment Officer
Trocaire College

+ For additional information about services provided by FAS, call our Client Relations Team at 770.988.9447 or email us at info@FinancialAidServices.Org